

# MiScorecard Performance Summary

Agency: Public Service Commission

Director John Quackenbush

Period: April 2012

SCORECARD

Legend:

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Public Service Commission</b>							
General Rate Case Processing		→	351	268	268	Monthly	Number of Days from Filing to Final Order
Service Quality Division		↑	N/A	1137	1104	Monthly	Call Center-number of calls received
Call Center Responses		↓	24	25	26	Monthly	Average Speed in Seconds
Service Quality Division		↑	N/A	4 min 37 sec	4 min 30 sec	Monthly	Call Center-Average automated call distribution time
Service Quality Division		↓	N/A	78.6%	78.8%	Monthly	Call Center-number of inbound calls vs. handled calls
Service Quality Division		↑	N/A	86.5%	81.0%	Monthly	SQS-Complaints open vs. closed
Service Quality Complaints		↓	N/A	5.9	6.1	Monthly	Length of Time to Resolve in Days
Service Quality Division		↓	10	3.8	4.3	Monthly	SQS-Company response time in Days
Informal Complaint Resolution		↑	95%	99.9%	99.7%	Monthly	Percent of Complaints Resolved Without Formal Hearing
Interconnection Agreement Processing		↓	80	24.5	31.0	Quarterly	Length of Time to Approve in Days
PSC Average Electricity Costs		↑	N/A	38.0	35.0	Monthly	National ranking of cost of commercial Electricity
Home Heating for the Vulnerable Fund Assistance			27,500	6,927	N/A	Quarterly	Number of Vulnerable Households Served